White Clay Creek Veterinary Hospital Office Protocol
During the COVID-19 Emergency

Updated August 12, 2020: In order to take the best care of your pets, while keeping our clients, our veterinary team, and their families safe, we are implementing a few policies to reduce person to person contact.

We ask that you **Please Stay Home** if any of the following apply:

- you traveled outside the United States within the last 30 days
- you have been in contact with someone who has tested positive, or you have tested positive, for COVID-19
- you have a fever over 100° or other signs of COVID-19, such as a runny nose, sore throat, cough, fever, or difficulty breathing

What to expect during your visit:

- **Effective May 15, 2020; updated August 12, 2020**: Clients must wear a mask or face covering when entering the building or when utilizing curbside pickup of medication, food, and other veterinary products. Gaiters and masks with vents are not effective or acceptable.
- We would like to have only one client in the building per appointment.

  - Please come in the building to check-in without your pet, then return to your vehicle to wait to be brought in for your appointment.

  - Please do not bring children to your visit if possible. If this is not possible, we will work with you to create a reasonable and safe experience for you and your pet. For example, we could allow you to remain in your vehicle, and a staff member could take your pet in for the appointment. Then we could communicate with you at your vehicle.

  - During your visit, we will try to minimize contact between you, the staff, and the doctor, while still keeping you informed about your pet.

Ordering and picking up products:

- Please call ahead to order and prepay over the phone for any products you need for your pet. Call us when you arrive to pick them up and we will meet you at the door or at your vehicle.

Thank you for being patient and understanding about these changes—we want to do everything we can to relieve your anxiety about your visit.